
BASIC FOOD EMPLOYMENT AND TRAINING PROGRAM



BFET PROVIDER'S HANDBOOK

Revised October 2016

TABLE OF CONTENTS

| | |
|--|-----------|
| THE BASICS | 4 |
| INTRODUCTION | 4 |
| PROGRAM CONTACTS | 4 |
| <i>BFET Program Contacts</i> | <i>4</i> |
| <i>BFET Operation Contacts</i> | <i>4</i> |
| BASIC FOOD (SNAP) | 5 |
| <i>Overview</i> | <i>5</i> |
| <i>Basic Food Zero Eligibility</i> | <i>5</i> |
| <i>Applying for Basic Food Assistance</i> | <i>5</i> |
| FRAMEWORK | 6 |
| <i>FNS E&T Toolkit</i> | <i>6</i> |
| <i>Confidentiality & Non-Disclosure</i> | <i>6</i> |
| <i>Outreach & Marketing</i> | <i>6</i> |
| <i>Limited-English Proficiency</i> | <i>6</i> |
| <i>Mandatory Reporting</i> | <i>6</i> |
| <i>Civil Rights & Non-Discrimination</i> | <i>6</i> |
| <i>Forms</i> | <i>7</i> |
| TRAINING & NETWORKING | 7 |
| <i>BFET Provider Meeting</i> | <i>7</i> |
| <i>BFET Training Forum</i> | <i>7</i> |
| <i>Contract Training</i> | <i>7</i> |
| <i>Program Training</i> | <i>7</i> |
| MONITORING & AUDITING | 8 |
| <i>Annual Monitoring</i> | <i>8</i> |
| <i>Auditing</i> | <i>8</i> |
| <i>EJAS Audits</i> | <i>8</i> |
| EJAS ACCESS | 8 |
| <i>Requesting New Access</i> | <i>8</i> |
| <i>Terminating Access</i> | <i>8</i> |
| SECURE EMAIL PORTAL | 8 |
| <i>Requesting New Access</i> | <i>9</i> |
| FISCAL | 9 |
| <i>Budgets</i> | <i>9</i> |
| <i>Funding</i> | <i>9</i> |
| <i>Billing Rosters</i> | <i>10</i> |
| <i>Invoices</i> | <i>10</i> |
| <i>Cost Allocation</i> | <i>11</i> |
| PROGRAM | 12 |
| BFET ELIGIBILITY | 12 |
| <i>Eligibility</i> | <i>12</i> |
| <i>Non-covered Services</i> | <i>12</i> |
| <i>Components</i> | <i>12</i> |
| <i>Component Hours</i> | <i>14</i> |

| | |
|--|-----------|
| COLLABORATION | 15 |
| <i>Co-Enrollment</i> | 15 |
| <i>Workfare Collaboration</i> | 15 |
| <i>RISE Collaboration</i> | 15 |
| <i>ORIA Collaboration</i> | 15 |
| ENROLLMENT..... | 16 |
| <i>Intake and Assessment</i> | 16 |
| <i>Release of Information</i> | 16 |
| <i>Individual Employment Plan</i> | 16 |
| <i>Assignment to BFET Activity</i> | 17 |
| <i>Opening BFET Components</i> | 17 |
| CASE MAINTENANCE | 17 |
| <i>Case Management</i> | 17 |
| <i>Updating Activities</i> | 18 |
| <i>Closing Components</i> | 18 |
| <i>BFET Quarterly Reports</i> | 18 |
| <i>Documenting Participant’s Progress</i> | 19 |
| PARTICIPANT FILE | 20 |
| <i>Eligibility Verification</i> | 20 |
| <i>Participant Information Checklist</i> | 20 |
| PARTICIPANT REIMBURSEMENTS..... | 21 |
| <i>Use of Gas Cards, Store Gift Cards, and Bank Mobile Cards</i> | 22 |
| <i>Participant Reimbursement Tracking</i> | 22 |
| <i>Allowable Participant Reimbursements</i> | 22 |
| APPENDIX | 25 |
| VOLUNTARY OPTION | 25 |
| CLARIFICATIONS | 25 |
| RELEASE CLAUSE LANGUAGE..... | 26 |
| USDA NONDISCRIMINATION STATEMENT | 26 |
| DSHS STANDARD LANGUAGE | 27 |
| WEBSITES & RESOURCES..... | 28 |
| SAMPLE BFET QUARTERLY REPORT – FFY 2017 FORM | 29 |
| SUMMARY OF HANDBOOK UPDATES SINCE LAST REVISION..... | 29 |

THE BASICS

INTRODUCTION

The Basic Food Employment and Training (BFET) program is an important part of Washington State's comprehensive workforce development system serving the needs of low-income individuals, displaced workers, and employers. The BFET program assists Basic Food recipients in obtaining livable wage employment and achieving self-sufficiency. The program offers job search, training, education, and workfare activities to improve BFET participant's employment prospects and wage earning potential.

The BFET Provider's Handbook details a standard set of policies and guidelines for delivering services under the BFET program. This handbook does not cover every situation or scenario a Provider may encounter in their day-to-day case management activities. Providers receive face-to-face training that provides more detailed instructions and examples of common, and some rare, case actions. This handbook is typically updated in April and October of each year.

PROGRAM CONTACTS

BFET PROGRAM CONTACTS

| | | | |
|-------------------|--|--------------|--|
| Corinna Adams | Food Program Manager | 360-725-4640 | Corinna.Adams@dshs.wa.gov |
| Lisa Pan | Food Program Manager | 360-725-4630 | Lisa.Pan@dshs.wa.gov |
| David Skaar | Food Program Manager | 360-725-4651 | David.Skaar@dshs.wa.gov |
| Kathy Payne | Funding Policy Coordinator | 360-725-4502 | E&TFiscal@dshs.wa.gov |
| Sandra Daniels | Contract Officer | 360-725-4886 | Sandra.Daniels@dshs.wa.gov |
| Sherrill Hilliard | ORIA Program Manager | 360-725-4527 | Sherrill.Hilliard@dshs.wa.gov |
| Erin Frasier | Policy Associate | 360-704-4339 | efrasier@sbctc.edu |
| Mat Carlisle | Program Administrator | 360-704-4341 | mcarlisle@sbctc.edu |
| BFET HQ | Invoices, program inquiries, eJAS access questions, and program concerns | | SWBFETPOLICY@dshs.wa.gov |

BFET OPERATION CONTACTS

| | | | |
|-------------------|--|---------------|--|
| Barb Mooney | Region 1 E&T Coordinator | 509-227-2812 | Barb.Mooney@dshs.wa.gov |
| Jessica Garretson | Region 2 E&T Coordinator | 360-651-6886 | Jessica.Garretson@dshs.wa.gov |
| <i>Vacant</i> | Region 3 E&T Coordinator | <i>Vacant</i> | <i>Vacant</i> |
| Chandelle Frick | BFET Unit Supervisor | 509-227-2731 | Chandelle.Frick@dshs.wa.gov |
| BFET Eligibility | Eligibility Lists, participant eligibility issues, and eJAS caseload questions | | BFETHELP@dshs.wa.gov |
| BFET Billing | Billing rosters | | BFETBILLING@dshs.wa.gov |
| ORIA Contact | ORIA invoice packet and program inquiries | | Sherrill.Hilliard@dshs.wa.gov |

BASIC FOOD (SNAP)

OVERVIEW

Washington State administers the Supplemental Nutrition Assistance Program (SNAP), referred to as the Basic Food Program, as authorized by the Agricultural Act of 2014. The Basic Food Program includes the federally funded SNAP and the state-funded Food Assistance Program for legal immigrants (FAP).

FAP provides food assistance for individuals who are legal immigrants and meet federal income requirements, but do not meet federal immigrant eligibility criteria for SNAP. *FAP recipients are not eligible for BFET.*

The Washington Basic Food Program helps low-income individuals obtain a more nutritious diet by supplementing their income with Basic Food benefits issued on an Electronic Benefits Transfer (EBT) card.

States must provide employment and training services to program participants as a part of administering SNAP. BFET is the SNAP corresponding employment and training program in Washington. USDA Food and Nutrition Service (FNS) provide the federal funding for BFET services and have oversight authority for SNAP Employment and Training Services including BFET.

Federal Regulations require some Able Bodied Adults without Dependents (ABAWD) Basic Food recipients to register for work and participate in approved activities to maintain their eligibility for food assistance. ABAWD Basic Food recipients can meet the participation requirement through BFET's approved employment and training activities.

However, it is important to remember that Washington State's BFET program is voluntary; there are no mandatory participation requirements.

BASIC FOOD ZERO ELIGIBILITY

Persons eligible for Basic Food **are eligible** for BFET services. This includes people that receive zero benefits or a very low monthly issuance. Please be aware that, besides being eligible for BFET services, all Basic Food eligible clients may also be eligible for:

- Low-cost cell phone services;
- Women, Infants, and Children (WIC) services; and
- SNAP Nutrition Education and Obesity Prevention (SNAP-Ed) services.

APPLYING FOR BASIC FOOD ASSISTANCE

We are committed to providing Basic Food benefits to all eligible people who want to receive them.

There are three ways to help people apply for Basic Food assistance:

- Online at www.washingtonconnection.org
- In person at the local DSHS Community Service Office, or
- By mail:
DSHS Customer Service Center
PO Box 11699
Tacoma, WA 98411-6699

FRAMEWORK

FNS E&T TOOLKIT

The BFET Handbook covers all required policies in the FNS E&T Toolkit. Please refer to the FNS E&T Toolkit for more detailed information regarding employment and training. You will find this online at www.fns.usda.gov/sites/default/files/ET_Toolkit_2013.pdf.

CONFIDENTIALITY & NON-DISCLOSURE

As a provider organization, you must require all employees (or other persons) with access to DSHS information to complete and sign an approved DSHS Non-Disclosure form. You will find a preapproved form (03-374E) on the Provider Page of the public website www.dshs.wa.gov/bfet. You must keep all completed Non-Disclosure forms on file and have them available during your monitoring visit. If you require eJAS access, please email your completed 03-374e form to the appropriate point of contact listed in the EJAS ACCESS section on page 8.

Complete Form 03-374E annually at the beginning of the Federal Fiscal Year (FFY) in October. Even if a new employee completed this form recently, the form must be renewed at the beginning of every FFY. For example, if a new employee completed the 03-374E in July, they must complete this form again in October.

You must only access BFET cases in eJAS through the BFET model, and access DSHS data at the “minimum [level] necessary.”

You are prohibited from using Benefit Verification System (BVS), the eJAS “COLLEGES” model, or other means not explicitly approved, to access BFET cases.

Our policy prohibits using DSHS information or access to eJAS for personal gain or potential conflicts of interest. *For example:* working on the case of a family member or friend is expressly prohibited.

OUTREACH & MARKETING

You will conduct marketing and outreach activities. We may also refer participants to Providers at the participant’s request.

All printed materials, either paper or electronic, must contain the USDA Non-Discrimination Language. The required language is the appendix on page 26. You can use “This institution is an equal opportunity provider” in lieu of the entire statement when space is limited.

LIMITED-ENGLISH PROFICIENCY

You must communicate all forms and services in the participant’s preferred language if English is not the preferred language. Translation costs can be billed to us using our billing process.

MANDATORY REPORTING

All staff working with the participant must complete **Abuse and Fraud Reporting** training annually. You must document the completion of this training. Complete Abuse and Fraud Reporting training by reading the DSHS 22-163, or viewing the [Mandatory Reporters Video](#) on YouTube.

CIVIL RIGHTS & NON-DISCRIMINATION

Please see the Appendix for the USDA Nondiscrimination Statement. The final sentence of the nondiscrimination statement can be used instead of the whole nondiscrimination statement if it will not fit on the printed material.

All staff and their supervisors working with the participant must complete civil rights training annually. You must document the completion of this training and retain it for future monitoring visits. [Understanding and Abiding by Title VI of the Civil Rights Act](#) can be viewed by clicking on the hyperlinked title.

FORMS

All DSHS forms are located at www.dshs.wa.gov/fsa/forms. All BFET program forms are available on the BFET website under the [Provider Resources](#) section.

Email the BFET Fiscal Manager, Kathy Payne at E&TFiscal@dshs.wa.gov, to request your A-19 form.

You cannot change the following forms:

- BFET Eligibility List
- CBO BFET Billing Roster
- College Billing Roster
- Local Match Certification (DSHS 06-155)
- A-19

You must receive written permission to use an alternative form for the following activities:

- BFET IEP
- Substitution for the Release of Information Form (DSHS 14-012)
- Substitution for the SBCTC BFET Referral Form (DSHS 10-501)
- BFET Participant Reimbursement Request Form (DSHS 07-103)

For CBO and ORIA Providers

You must receive written permission each FFY to use an alternative form, even if it has not changed. Submit all form revisions to SWBFETPOLICY@dshs.wa.gov for approval.

For College Providers

Submit all form revisions to Mat Carlisle at mcarlisle@sbctc.edu for approval.

TRAINING & NETWORKING

BFET PROVIDER MEETING

The quarterly BFET Provider Meeting communicates program developments and provides training to enhance service delivery.

BFET TRAINING FORUM

The annual BFET Training Forum shares the latest trends in employment and training theory and practice, work force development, and best practices throughout the provider network.

CONTRACT TRAINING

The annual contract training reviews the changes in the next FFY contract. This training is required for all CBOs. The training is done each September.

PROGRAM TRAINING

Program training comprises program operation policies and procedures, eJAS, fiscal, and billing. This includes training for new staff and refresher training on program changes. You must contact the appropriate program manager or administrator to arrange the necessary training for your staff.

- Submit requests for BFET program training to:
 - For CBOs, submit your request to SWBFETPOLICY@dshs.wa.gov
 - For Colleges, submit your request to Mat Carlisle at mcarlisle@sbctc.edu.
 - For refugee services through ORIA, submit your request to Sherrill Hilliard at Sherrill.Hilliard@dshs.wa.gov.

We will provide eJAS training for your staff. Direct all eJAS training requests to the BFET unit supervisor.

MONITORING & AUDITING

ANNUAL MONITORING

Please refer to the Contract Monitoring section in the Special Terms and Conditions of your contract for details regarding annual monitoring.

AUDITING

You are subject to auditing by FNS to ensure you follow all appropriate laws, rules, and procedures. This may involve auditing of client case files, whether electronically or on-site, and surveying of Providers and/or participants.

EJAS AUDITS

You are subject to auditing by the BFET unit to ensure you follow eJAS operation policies and procedures.

EJAS ACCESS

REQUESTING NEW ACCESS

You need EJAS access to assist participants in the BFET program. Please email or scan all completed 03-374e forms to the appropriate email address listed below for each individual that requires EJAS access.

For CBOs Providers

Submit the completed 03-374e form to SWBFETPolicy@dshs.wa.gov and allow up to 5 business days for processing.

For ORIA Providers

Submit the completed 03-374e form to Sherrill.Hilliard@dshs.wa.gov and SWBFETPolicy@dshs.wa.gov and allow up to 5 business days for processing.

For College Providers

All eJAS access requests for college staff must be submitted to Mason Norman at mnorman@sbctc.edu and allow up to 5 business days for processing.

TERMINATING ACCESS

You are responsible for requesting removal of access to any staff that no longer need eJAS or work with the BFET program per the terms of your contract.

For CBO Providers

Submit an email to SWBFETPolicy@dshs.wa.gov including the worker's name and eJAS ID.

For ORIA Providers

Submit an email to Sherrill.Hilliard@dshs.wa.gov and SWBFETPolicy@dshs.wa.gov including the worker's name and eJAS ID.

For College Providers

Submit an email including the worker's name and EJAS ID to Mason Norman at mnorman@sbctc.edu.

SECURE EMAIL PORTAL

The State of Washington Secure Email Portal (Secure Email Portal) is a secure way to compose, receive, view, reply to, and forward encrypted messages over the internet. You must use secure email when communicating

confidential information with us and other BFET Providers. It is strictly for official business in the service of DSHS clients and you cannot use it for personal activities.

REQUESTING NEW ACCESS

To request access to the Secure Email Portal, send an email to BFETHELP@dshs.wa.gov or SWBFETPOLICY@dshs.wa.gov. We will send you a secure email that contains an invitation to the Secure Email Portal. You will be asked to register at the **Secure Email Portal**. The message contains an **Open Message** button that will open the **Registration** page.

Secure email does not have a “Sent” box. We recommend that you copy yourself when sending emails through secure email and retain a copy of your sent email.

Refer to the [End User Training Guide: Secure Email External Users](#) on the BFET website in the Provider Resources section for more information about the Secure Email Portal.

FISCAL

BUDGETS

You must submit all budgets on a DSHS approved budget form with specific line items and calculations. You cannot move funds from Administration to Participant Reimbursement or vice versa.

Budgets are due to us on June 15 for our review. Your budget and allocations are only approved after FNS approves our written state plan and budget.

A variance of more than 10% for each line item requires a contract amendment. You must submit all budget or contract change requests as soon as possible to the appropriate program manager.

For CBO Providers

Submit budget or contract change requests to SWBFETPOLICY@dshs.wa.gov. DSHS program and fiscal units will review all changes for final approval.

For ORIA Providers

Submit budget or contract change requests to Sherrill.Hilliard@dshs.wa.gov. DSHS program and fiscal units will review all changes for final approval.

For College Providers

All budget or contract change requests must be submitted in accordance with the annual SBCTC BFET Fiscal Guidelines and Grant Terms document.

FUNDING

The BFET program uses a third-party reimbursement model to fund the program. Funding is based on a 50/50 basis, unless otherwise approved. We will reimburse you 50% of all allowable BFET expenses. You must expend 100% of the cost of program operations, BFET services and participant reimbursements up front, and then bill us for 50% of all eligible costs.

You can use the funds received from reimbursement of BFET expenditures as “local” match in future BFET invoices. This is known as reutilizing BFET funds. You have to receive the funds, spend them on valid BFET costs, and invoice them through the regular invoicing process to reutilize BFET funds.

A worksheet will be required for reutilized BFET funds that show:

1. The amounts invoiced to DSHS in the month or quarter, it was invoiced;
2. When the invoiced amount was received back from DSHS; and,

3. The date and amount used as a match on future invoices.

You must track all private donations used as local match by donor name. If private donations are used as a local match, a worksheet listing all donations by donor name is required. You do not need to submit the worksheet with the invoice, but we will review it during your monitoring visit.

For ORIA Providers

Above 50% match and funding discussion does not apply to ORIA providers.

BILLING ROSTERS

BFET providers can submit their billing rosters monthly or quarterly. Community Based Organization (CBO) providers can submit their billing rosters quarterly with our prior approval. CBO Providers must use the monthly version of the billing roster even if submitting billing rosters quarterly.

Submit all billing rosters to the BFETBilling@dshs.wa.gov using the current billing roster form. We process the rosters within 1-15 business days depending on the workload.

You cannot bill for ineligible individuals unless we approve an exception through BFETHelp@dshs.wa.gov or SWBFETPolicy@dshs.wa.gov. We will not approve the invoice if the billing roster is not approved.

For College Providers

All college providers must submit their rosters quarterly.

INVOICES

For CBO Providers

Submit invoices monthly (or quarterly if approved) to SWBFETPolicy@dshs.wa.gov, according to the terms of the contract (usually no later than 60 days after the billing period).

You must submit the last invoice of the contract year within 45 days of the end of the contract year. We issue payments to CBOs within 30 days of invoicing.

Completed invoices must include:

- Completed and signed A-19 form for the current year;
- Cost Details Page by line item; and
- A separate Local Match Certification form for each source of match funds.
 - Note – the Local Match Certification form has 3 lines for different types of match sources. Contractors can cross out “local funds,” “non-profit funds,” or “federal funds” and write in the correct type of match if there is more than one type of match.

For ORIA Providers

ORIA Providers submit monthly Billing Roster (MCR) to BFETBilling@dshs.wa.gov. Send the complete billing packet, A19 (current form the billing period), cost details page, and the approved MCR to Sherrill Hilliard at Sherrill.Hilliard@dshs.wa.gov within 30 days of the end of the billing month.

For College Providers

Invoices must be submitted quarterly using the Online Budget and Invoicing System (OBIS). Colleges may submit invoices to SBCTC through their internal procedures. For additional detail, refer to the annual SBCTC BFET Fiscal Guidelines and Grant Terms document.

COST ALLOCATION

All Providers must provide a cost allocation plan along with their budget every federal fiscal year. You can choose to either:

- Use the in-direct cost rate to cover the common costs, or;
- Use the cost allocation plan to cover the common costs.

However, it is important to know you can only use one method for the BFET program. If you choose to have the in-direct cost rate in your budget, then you must submit a copy of the letter with the cost allocation plan.

You must allocate all payroll/admin costs (for example, fringe benefits) through the same method chosen.

PROGRAM

BFET ELIGIBILITY

ELIGIBILITY

An individual can receive BFET services if he/she:

- Receives federal food assistance;
- Is age 16 or older (there are additional requirements to serve 16-17 year olds); and
- Has the physical and mental ability to work at least 20 hours per week, or able to do so within the next year; and
 - For clients with a verified disability, such as active SSI recipients or temporary workers compensation recipients, you will use the client's statement or client-provided documentation needed to determine BFET eligibility.
- Can participate in BFET immediately.

An individual will not receive BFET services if he/she:

- Receives FAP benefits; or,
- Receives Temporary Assistance for Needy Families (TANF) or other cash assistance under Title IV such as Tribal TANF.

For ORIA Providers

ORIA BFET participants must not be U.S. citizens.

NON-COVERED SERVICES

- 4-year College;
- Transfer degrees;
- Bachelor of Applied Science (BAS) degrees;
- On the job training wages;
- Workfare; or
- Stipends provided in certain training programs.

COMPONENTS

You may open components with future starts dates (except JS) up to one month in advance. For example, a September component may be opened as early as August 1st. When opening future components, the Provider must recheck eligibility before providing services as client's eligibility may terminate without notice.

Eligible individuals can participate in the following activities (components):

Food Indicator (FI) - All BFET participants must have this component opened. This will distinguish the case from WorkFirst in eJAS and allow you access to the participant's eJAS case. This component has no associated activity.

Job Search (JS) - JS component may include access to a computer, job listings, email, fax, telephone, participation in a job club, or other activities to assist participants in finding employment. JS participants must be employment ready. JS participants must make twelve (12) employer contacts per month and submit a monthly job search log.

You can open the JS component for a maximum of 90 days with a total of up to 180 consecutive days without our further review. You cannot extend JS past 90 days. You must close the JS after 90 days, and open a new JS if the client will participate in JS again. JS components cannot start with a future date.

Job Search Training (JT) - JT component is education and assistance provided to participants to make them employment ready. JT activity may include, but is not limited to:

- Resume writing, interview skills, preparation of a master application, etc.
- Instruction and support related to seeking employment,
- Workplace etiquette workshops,
- Life skills and balancing work and family, and
- Career planning.

You can open JT for a maximum of 90 days with a total of up to 270 consecutive days (through extensions) without our further review.

Basic Education for Adults /English as a Second Language (BE) - BE component is education provided to participants to raise their overall employability. BE activity may include education in basic computer skills, literacy, or math training. High School Equivalency (formerly GED), Basic Education for Adults (BEaA), and English as a Second Language (ESL) are categorized as BE components.

You can open BE for a maximum of 120 days, with a total of up to 365 consecutive days (through extensions) without our further review.

For ORIA Providers

ORIA Providers can approve BE for ESL only when providing ESL to participants to gain language skills needed to get and keep employment. Follow these requirements to approve BE for ESL:

- Determine the recipient's initial ESL level by administering the Comprehensive Adult Student Assessment System (CASAS) test for reading and listening and ORIA-approved assessments for writing and speaking; and
- CASAS- qualified staff that has knowledge and experience in applying Washington ESL Adult Learning Standards skill indicators for writing and speaking testing must perform the ESL assessment scoring.

ESL instructors must have the following:

- A Bachelor's degree in Linguistics, Liberal Studies or Liberal Arts with an ESL, Teaching English to Speakers of Other Languages (TESOL) or Adult Education endorsement; or
- Credentials approved by a community college or by the ORIA Program Manager.

ORIA Providers must:

- Provide ESL Classroom instruction and document weekly class attendance,
- Provide ESL classroom instructional services in an appropriate teaching and learning environment,
- Utilize the Washington State ESL Adult Learning Standards as the basis for all learning goals and measures, as stated by SBCTC, http://www.sbctc.ctc.edu/college/e-abe_learningstandards.aspx, and
- Ensure that instruction and curriculum include work-related topics to help prepare participants for employment while they learn English.

Vocational Education (VE) - VE component is education or instruction that leads to a certificate or degree in an occupational field. VE activity is organized educational programs that directly relate to the preparation of individuals for employment in current or emerging occupations that require training other than a baccalaureate or advanced degree. VE activity must be:

- Credentialed, and
- Recognized by an independent third party.

Open this component for a maximum of 150 days, with a total of up to 2 consecutive years without our further review. Open a new component after the first 365 days.

Case Management (BC) – BC component is ongoing assistance, support coordination, and advocacy provided to participants to overcome barriers to employment and remain engaged in the BFET program. This includes referrals

to additional programs and services not covered by the BFET program, and one-on-one coaching. BC does not include services that are part of other BFET activities, such as (but not limited to):

- Initial assessment,
- Development and maintenance of the IEP,
- Academic advising, and
- Career Navigation.

The BC component is not a standalone activity. It must be opened with a JS, JT, BE or VE component.

You must not open the BC component using BFET eligibility (automation). You must submit all BC requests through a manual eligibility list.

You can open BC for a maximum of 90 days, with a total of up to 180 consecutive days (through extensions) without our further review.

Job Retention Services (BR) - BR component is assistance and support provided to employed participants to achieve satisfactory job performance and increase earnings over time. BR may include:

- Counseling,
- Coaching,
- Case management, and
- Participant reimbursements.

Participants must provide verification of employment to you and you must update the Employment Screen in eJAS before requesting the BR component. The participant must verify his or her employment monthly to continue to receive retention services.

The participant is eligible for BR if they:

- Are exiting the BFET program due to employment;
- Have no other components open; and
- Have participated in non-BR BFET activities in the last 90 days.

Because the BR component is for participant's exiting the BFET program due to employment, you must close all other components. The BR component cannot be opened with any other component.

You must not open the BR component using BFET eligibility (automation). You must submit all BR requests through a manual eligibility list.

You can provide retention services for a maximum of 90 days from the first day of employment or from the day Basic Food ended, whichever is sooner.

COMPONENT HOURS

Input component hours based on the number of hours you expect the participant to participate, not on credit hours. For example, if a client attends Vocational Education for 6 hours per week and has an estimated 10 hours of homework or study time per week, the VE should show 16 hours per week. For example, a participant is enrolled in 15 credits but attends 12 hours of class and/or lab time, the component hours should be 12 hours.

Note – the total maximum activity hours per week is 40, including all activities.

We consider participants enrolled in 19 hours or less per week as part time. We consider participants enrolled in at least 20 hours per week as more than half time.

The BR component hours are the number of hours the client participates in actual retention activities with the agency, not the number of hours the client works. For example, if the client has a 2-hour weekly meeting with the agency to discuss the client's new job and to pick up a gas voucher, the BR component is 2 hours.

COLLABORATION

CO-ENROLLMENT

In some situations, you can share participants with other providers. For example, a CBO can work with a college to help the same participant achieve his/her IEP goals. Both Providers can work with the participant at the same time but each use a different service component code(s).

It is your responsibility to coordinate services for co-enrolled participants to prevent **duplication of service**. Duplication of service means the participant receives the same component or the same support service from multiple providers even if the component is different.

We encourage BFET partners to collaborate and make referrals for services that are not available through their current provider. For example, when a client nears the end of their VE goals at a college, the college may refer to a CBO to provide JS if the college does not have adequate job search assistance available.

WORKFARE COLLABORATION

Workfare is a volunteer program for ABAWD clients to increase their overall employability by developing basic job skills and confidence. All non-exempted ABAWDs must participate in certain amount of hours each month in work-related activities to retain their Basic Food benefits. ABAWD clients may be co-enrolled in Workfare and BFET to meet the work-related activity hours required. For example, an ABAWD client must participate 80 hours a month (or 20 hours per week) in a work-related activity. The client participates in BFET for a total of 15 hours per week, which are 15 of 20 hours or 75% of their participation requirement. Workfare participation could make up the missing 25% of the requirement.

The DSHS ABAWD Specialized Unit assists ABAWD clients in determining the number of Workfare hours is required to retain their Basic Food benefits. Encourage ABAWD clients interested in Workfare to contact the ABAWD Specialized Unit at 1-877-501-2233 and request a call back.

RISE COLLABORATION

The Resources to Initiate Successful Employment (RISE) is a three-year pilot offering expanded BFET services such as Comprehensive Case Management, Work-Based Learning, and structured Life Skills. RISE offers services in King, Pierce, Yakima, and Spokane counties. RISE co-enrolls many clients with BFET, and considers the BFET program participants the control group for research purposes. BFET providers are required to cooperate with the research and documentation requirements of RISE when providing services to co-enrolled participants.

BFET providers agree by contract to work with Mathematica Policy Research and its subcontractors. The Mathematica subcontractors are:

- Manpower Demonstration Research Corporation (MDRC);
- Insight Policy Research (IPR);
- Koné Consulting (KC); and
- Decision Information Resources (DIR).

ORIA COLLABORATION

Participants served by another program such as Limited English Proficiency (LEP) Pathway or Refugees with Special Employment Needs (RSEN) may or may not qualify for BFET services at the same time. Not all LEP Pathway and RSEN Providers use components in eJAS, but all document the client's progress in eJAS notes. If you see eJAS notes in a client's case that indicate active LEP Pathway or RSEN services, you must consult with the LEP Pathway or RSEN

provider **before** providing service. Contact the ORIA Program Manager if you need further information or clarification.

ENROLLMENT

INTAKE AND ASSESSMENT

You must complete an intake and assessment of the participant to ensure they fit the BFET program and determine the most appropriate service. You must maintain copies of all intake documentation provided and completed by the participant.

The assessment must include, at a minimum:

- Basic skill levels,
- Aptitude,
- Interests,
- Employment history,
- Education history,
- Employment barriers,
- Career goals/interests, and
- Supportive service needs.

You can complete the full intake and assessment before or after checking BFET eligibility in eJAS. However, you must complete the full intake and assessment **before** assigning (or enrolling) an individual into a BFET activity/component.

RELEASE OF INFORMATION

Participants must complete, sign, and submit the Release of Information or Consent Form before you can access their confidential information. You must use the [DSHS Form 14-012](#) or integrate DSHS “Release Clause” verbiage into your own form. Your consent/release forms are not acceptable without the “Release Clause.” Please see the Appendix for DSHS “Release Clause” language.

If you use the “Release Clause”, the consent form must contain the client/participant signature, the date signed, and either the client’s date of birth or DSHS client ID/eJAS ID number.

If you must share any information about Mental Health, Chemical Dependency Services (such as drug or alcohol abuse), you must use the DSHS Form 14-012.

INDIVIDUAL EMPLOYMENT PLAN

After enrolling a person into BFET, complete an Individual Employment Plan (IEP) and ensure you update it, and any subsequent updates, in the participant’s file. The participant must complete and sign the IEP within ten calendar days of program enrollment.

The IEP will include the results of assessing the following:

- Career goals
- Qualifications
- Transferable skills
- Job-relatable assets
- Barriers to employment

The IEP will include incremental steps to help participants overcome all identified career barriers and support the participant’s strengths and goals.

The following items must be included in the IEP:

- Title of the form must be “BFET IEP” or “IEP” (acronyms may be written out);
- Date the IEP was created;
- Proposed BFET activities;
- Any assessed employment barriers;
- Employment goal(s);
- Referrals, if any, made to other service Providers;
- Participant signature; and
- Any other information relevant to employment and training.

You must update each BFET participant’s IEP annually as well as when a component or activity changes. For example, when a participant completes training or reaches other employment goals in the initial IEP. You must document in eJAS that you created or modified the BFET participant’s IEP.

ASSIGNMENT TO BFET ACTIVITY

Use the intake assessment to develop the IEP and assign the participant to an appropriate activity. Participants must have the ability and availability to participate in BFET services immediately upon enrollment into BFET components. If the intake assessment shows that the client does not have the physical and mental ability to work at least 20 hours per week within one (1) year, then you must deny the individual BFET enrollment.

We encourage you to provide the client with the leaflet insert 22-1578 at intake. The BFET leaflet publication explains BFET basics and client responsibilities.

OPENING BFET COMPONENTS

Use the BFET Eligibility function in eJAS to confirm BFET eligibility and complete enrollment by opening the BFET components. You have two (2) options when opening BFET components:

- You may complete the component fields in BFET Eligibility. This is also known as using BFET Automation.
- You may complete the BFET Eligibility List and submit it to BFETHelp@dshs.wa.gov. Refer to the [Guide to Completing Eligibility Lists](#) in the Provider Resources section on the BFET Website for detailed instructions.

Once you have opened the BFET component(s), complete the initial progress note as appropriate per Documenting Participant’s Progress section.

CASE MAINTENANCE

CASE MANAGEMENT

You must monitor the participant’s progress in BFET and document it in eJAS monthly. Expected documentation includes the following:

- Participation progress;
- Changes in an IEP;
- Changes in activities and/or schooling ;
- Any participant reimbursement, to include a brief description and amount;
- Job [search/application] logs or other logs for any participants that receive participant reimbursements (including childcare). Job logs must include what activities were completed to further job search and reach goals, including jobs a participant applies for;
- Requesting opening and closure of components, to include: how many hours and exact schedule, if the participant requests childcare services; and
- If completing a monthly progress note, ensure that you use the monthly progress radio button on the caseload screen.

You can better manage your BFET caseload by using the Caseload Management Report (CLMR) in eJAS. We require you to review your CLMR at least monthly and utilize it to update notes and participation. The CLMR allows you to view lists of participants with overdue components and those that are coming overdue. Please utilize eJAS when

possible to extend or change components timely, or send a new eligibility list to BFETHelp@dshs.wa.gov or the BFET Specialist assigned to your area.

UPDATING ACTIVITIES

You can update expired components as long as the overdue status is less than 30 days.

Expired components will close after 30 days without notice. If you need to reopen an expired component, you must re-submit it through the enrollment process. Likewise, FI components that do not accompany BFET activities or components will close without notice. Once all components are closed, you will no longer have access to the participant's case.

You must either update eJAS or contact us via an eligibility list, at BFETHelp@dshs.wa.gov, with any changes that result in a reduction in component hours or termination of components. You must do this within three working days of discovery of the change.

Other changes that you may report through either eJAS or an eligibility list include:

- Changes in component participation;
- Non-participation;
- Increase in participation hours; or
- Employment changes, such as new employment with wages/hours/etc. and termination of old employment already input into eJAS (**if updating this in eJAS, you must update the employment screen within ten calendar days of the participant reporting a job to the Provider**).

CLOSING COMPONENTS

You are required to close components once the component is completed. You must use the proper closure completion codes when closing components in eJAS. Use the following closure completion codes:

- **CS = Completed Satisfactorily** means the participant completed the activity successfully, but did not receive employment;
- **EE = Entered Employment** means the participant exited the activity due to employment;
- **IC = Incomplete** means the participant did not complete the activity by the scheduled end date;
- **LC = Loss of Contact** means you lost contact with the client for at least *60 days*;
- **NS** = Used for administrative closures **by DSHS staff only**. DSHS staff use this code to close all overdue expired components or when no other code is applicable;
- **12** = Use this code when closing a component that was opened in error.

You must close components if the participant has not engaged in the BFET activity or contacted you for 60 days.

BFET QUARTERLY REPORTS

To comply with FNS reporting requirements, we must track the component completion and skill and credential attainment. You must track and report the following to us:

- Total number of clients in specific components
- Total number of clients exiting specific components
- Number of incomplete exits
- Number of loss of contact exits
- Number of successful completions without employment
- Number of successful completions with employment

You must submit the above data using the [BFET Quarterly Report – FFY 2017](#) form. Submit your BFET Quarterly Report to SWBFETPOLICY@dshs.wa.gov.

The Quarterly Report is due within 15 days of the completion of each quarter:

- 1st Quarter report (October – December) is due January 15

- 2nd Quarter report (January – March) is due April 15
- 3rd Quarter report (April – June) is due July 15
- 4th Quarter report (July – September) is due October 15

DOCUMENTING PARTICIPANT'S PROGRESS

The file must contain participant progress information including the activity in which the participant is engaged, the dates of participation in that activity, and regular program progress notes. Notes in the file may further detail or supplement eJAS notes.

Enter monthly progress notes no later than the end of the 3rd week of each month. This will enable the monthly progress notes to accurately reflect in the BFET Case Note Audit. If you cannot find a participant's name on your BFET Contractor Caseload screen when you are entering case notes, you can find them using the BFET Contractor Historical Report. The link to the BFET Contractor Historical Report is located on the top right side of your BFET Contractor Caseload.

Please ensure that you document the following information in eJAS accordingly as we evaluate information based on the following guidelines and expectations:

- **Initial Progress Note:** In the initial month of participation, the progress note addresses the following:
 - Employment goal and BFET activities that help the client obtain this goal
- **Ongoing Progress Note:** Ongoing progress notes detail the participant's monthly activities and address the following elements, if applicable:
 - Client's progress in the BFET activity
 - How progress was assessed
 - Any changes in employment/education plan.
 - Reason for delay in progress
 - If unable to make contact, document loss of contact and unable to assess progress
- **Closing Progress Note:** When BFET participation ends, for whatever reason, enter a final closing note. Document the outcome and explain why the client left BFET. Was a degree or certification earned? Did the client get employment?

**Refer to the [Guide to Writing Progress Notes \(July 2015\)](#) in the Provider Resources section on the BFET Website for detailed instructions and examples.*

Anyone with access to eJAS can see BFET notes because they fall under the general notes section. Since BFET does not use confidential notes in eJAS, you must not enter any notes with confidential/sensitive information about Chemical Dependency, Mental Health, Family Violence, or HIV/AIDS/STD.

If you enter a note incorrectly, contact the BFET Unit supervisor at Chandelle.Frick@dshs.wa.gov or the BFET Program Managers at SWBFETPolicy@dshs.wa.gov to submit a deletion request. Deleting notes require a written request and a reason for deletion. Remember that any entry made may become public record, so make your notes both accurate and able to withstand public scrutiny.

For ORIA Providers

ORIA Providers must keep the following records in addition to the above:

- Employment placement information that includes:
 - Employer name and address,
 - Employer contact person name and phone number,
 - Job title,
 - Start date,
 - Hourly rate or wage,

- Average number of hours worked per week, and
- Medical/dental benefits availability.
- Verification of ninety (90) day, part or full-time employment. Acceptable verification includes:
 - A 90 day employment verification form signed by the employer;
 - Wage stubs; or
 - Calling the employer or third-party contacts (as directed by the employer) to verify employment status.
 - You must document all 90-day employment verification in eJAS. We encourage, but do not require additional information in the paper file;
 - If you are unable to verify employment after reasonable attempts, then you may contact ORIA to discuss other options to document employment.
 - **Sample eJAS 90-day documentation:** 90-day employment verification: Spoke with John Smith at 509-555-1212 today. Sami still works full-time at ABC Warehouse earning \$10.30/hr. She does well and they expect to train her for more responsibilities.
- If applicable, documentation of ESL participation with the following:
 - Weekly ESL class attendance sheets that includes class title, quarter, schedule time, instructor's name, and student names.

PARTICIPANT FILE

You must keep files for all BFET participants. You can keep the files in paper or electronic formats or a combination of [paper and electronic](#). We will review them as part of the annual BFET program and fiscal monitoring. Organize files according to your agency's standards, but at the minimum, they must contain the following information:

- Intake and Assessment,
- Release of information/consent form,
- Eligibility verification
- Certificates received/obtained,
- IEP,
- Wage verification if receiving retention services or support service,
- Participant progress, and
- Participant reimbursements.

For ORIA Providers

ORIA Providers must keep the following records in addition to the above:

- Legible copies of front and back side of the Participant's permanent resident card (I-551), I-94, or other USCIS documentation verifying current immigration status;
- Changes to the participant's immigration status, including naturalization; and
- Social Security Number (or eJAS ID if no Social Security Number issued).

ELIGIBILITY VERIFICATION

Eligibility verification must include proof of eligibility for BFET and your specific program. For example, a BFET college student must be enrolled in a BFET eligible education program based on the college's admission requirements. This information must be included in the participant file. Active components in the eJAS system are sufficient proof of eligibility for BFET.

PARTICIPANT INFORMATION CHECKLIST

| Type | Data Field | Need to identify | Location |
|------------|------------------|----------------------------|------------------|
| Identifier | College/CBO Name | The requesting College/CBO | Participant File |

| | | | |
|------------------------|---|---|--|
| Information | Participant Name | The BFET participant to confirm eligibility | Participant File |
| | JAS ID/SSN | | Participant File |
| | Immigration Status (<i>ORIA Providers only</i>) | The category to confirm ORIA eligibility | Participant File |
| Activities Information | Activities Name (What/Why) | What Activities the BFET Participation is enrolled in. Why Participant is enroll in BFET. Barriers to address | eJAS Case Notes |
| | Start date | When the activities is scheduled to begin and end | eJAS Components |
| | End date | | |
| | Hours | How many hours per week the activities is scheduled | eJAS Components |
| | Study Hours | Whether the Participant has study time or not | eJAS Case Notes |
| | Monthly Progress | | eJAS Case Notes |
| | Documents of Activity Participation and/or Completion | Certificates of completed training; Job placement documentation; Employment verification for retention services | Participant File |
| | Support Service Documentation | Participant Reimbursement Request Form and receipts | Participant File |
| Certifying Information | Release of Information (before date of enrollment) | Signed Consent form approved by DSHS (In writing), Assessment and IEP completed/signed within 10 days | Participant File |
| | Employability Assessment | | Participant File |
| | Current IEP | | Participant File and documentation in eJAS |

PARTICIPANT REIMBURSEMENTS

FNS allows BFET to provide services needed to participate in the program or job retention. The Provider issues services directly to the participant up to the prescribed limits. These limits include the 50/50 match. You cannot allow employees to pay for client services or participant reimbursements with employee's personal funds, such as credit cards, even if you will reimburse the employee.

BFET funds cannot be used if the participant receives other funds identified to cover those costs. Examples of other sources of funding include, but not limited to: Federal Financial aid, grants, scholarship, loans, private payments, donations, etc. BFET participants receiving other sources of funding must first fully expend those resources on qualified expenditures before you issue participant reimbursements.

Apply the reasonable and necessary standard when issuing participant reimbursements. The amount and type of participant reimbursement should be the minimum required for the participant to engage directly in the BFET component. Suggested questions to ask when considering the issuance and level of participant reimbursement:

- Is the participant reimbursement reasonable and necessary for participation in the BFET component?
- What resources does the participant bring to the table?
- Are there other resources in the community that can help with this cost?

- Is there a lower cost alternative available?

Check BFET eligibility in eJAS before issuing participant reimbursements and document in eJAS the type of participant reimbursement provided.

USE OF GAS CARDS, STORE GIFT CARDS, AND BANK MOBILE CARDS

You must write an internal policy for how you will collect the necessary receipts and account for appropriate participant reimbursements. This internal policy may allow participants to receive participant reimbursements even after they fail to turn in receipts. However, this policy cannot allow reimbursement if the participant fails to turn in more than two receipts.

For College Providers:

You must meet the following criteria in order to place participant reimbursement funds on a student's Bank Mobile card:

- An invoice with the exact sum of the expense, including tax and other fees; these must be provided to college staff **prior** to placement of funds on the Bank Mobile card.
- You must complete the Participant Reimbursement Request form **prior** to placement of funds on the Bank Mobile card.
- Only the exact sum as stated on the invoice can be on the Bank Mobile card.
- The participant must provide a receipt after the funds are expended from the Bank Mobile card in order for the participant to receive future support services.

If a student's funding sources exceed their cost of attendance, the additional funds must be expended prior to the use of BFET funds.

PARTICIPANT REIMBURSEMENT TRACKING

You must track all support services (participant reimbursements) using the Participant Reimbursement form.

Records must contain:

- Copies of ticket and bus pass issuance or logs,
- Copies of receipts for all other participant reimbursements issued such as, but not limited to:
 - books,
 - supplies,
 - clothing, and
 - tools
- Justifications for each issuance.

ALLOWABLE PARTICIPANT REIMBURSEMENTS

Do not use BFET funding to pay for participant reimbursements if the participant receives other funds identified to cover those costs. Examples of other sources of funding include but are not limited to Federal Financial aid, grants, scholarships, private payments, etc.

| Item | Yes | Never | Notes |
|---|-----|-------|--|
| Automobile Insurance | | X | |
| Automobile Ownership/Operator Taxes (tag, title, license) | | X | |
| Automobile Purchase | | X | |
| Books | X | | Participants may receive assistance with textbooks, training materials, and other reasonable and necessary school supplies for training. |
| Clothing | X | | The general clothing limit is \$300.00 per participant per program year. You may also |

| | | | |
|--|---|---|---|
| | | | provide the clothing directly to the participant and submit the cost for reimbursement in your billing. You must provide verification of the cost of the clothing and a justification explaining the need for the clothing. |
| Course Registration Fees | X | | Participants may receive assistance with tuition, lab fees, and other education related costs necessary for training connected to a BFET activity. |
| Child Care Expenses | X | | If a participant is ineligible for childcare through Childcare Subsidy Program (CCSP), but performs approved BFET activities, you may approve childcare services for the participant through a third party. |
| Drug/Alcohol Counseling or Therapy | | X | |
| Drug Tests | X | | Only if required for a job. |
| Fingerprinting | X | | Only if required for a job. |
| Food Staples and Groceries | | X | |
| Housing and Utility Assistance | X | | You can provide funds for housing and utility assistance only after exhausting all other resources. We recommend limiting housing and utility assistance to a one or two time maximum per program year (October to September). |
| Legal Services | X | | |
| Living Stipends | | X | |
| Loan Payments | | X | BFET funds cannot be used to help participants pay outstanding debts, mortgages, or other repayment of loans, including: <ul style="list-style-type: none"> • Previous student loans; • Past due fees; and • Penalties or fines. |
| Medical Services (including emergency dental work, inoculations, eye examinations, eye glasses) | X | | You can provide funds for medical assistance only after exhausting all other resources, including coverage through the Affordable Care Act. |
| Mental Health Treatment | | X | |
| Permits and Fees (union dues, test fees, Licensing and bonding fees, background checks) | X | | Participants may receive assistance with the cost of testing and/or securing permits needed for training or to support job search activities. |
| Personal Computers | | X | |
| Personal Hygiene | X | | Participants may receive assistance with personal hygiene products and services (e.g. toothpaste, shampoo, body soap, haircuts, etc.) necessary to meet your or potential employer's appearance standards. |
| Reasonable Accommodation Supplies | X | | Participants with disabilities may receive assistance with reasonable and necessary purchases of goods or services (including testing) that accommodate the individual's disability. |
| Relocation Expenses | | X | |
| Student Activity Fees | X | | Only if required to participate in class. |

| | | | |
|---|---|---|--|
| Training Materials | X | | |
| Transportation Expenses (public transportation fare, gasoline, automobile repairs) | X | | <p>The transportation limit for each participant is \$150 per month with a maximum limit of \$600 per program year. Transportation assistance may include:</p> <ul style="list-style-type: none"> • Transit tickets or passes; • Necessary/non-maintenance vehicle repairs for a reasonable amount; or • Fuel for participants. |
| Weapons | | X | <p>BFET funds cannot be used to purchase guns or ammunition, or any other goods that are intended to inflict bodily harm on/or suppress others.</p> |
| Work and Training Tools (equipment, tools, safety clothing, uniforms) | X | | <p>Determine the need for these tools on a case-by-case basis. These costs do not fall under the clothing limit.</p> |

SUPPORT WITH RETENTION SERVICES

The Agricultural Act of 2014 allows States to issue post-employment support services, also known as job retention services. Although the language in the Act does not provide specific rules for implementing this option, the FNS 2013 E&T Toolkit allows a State to choose the job retention services it offers. Job retention services help individuals who have secured employment to achieve satisfactory performance, retain employment, and increase earnings over time.

Job retention reimbursements include reasonable and necessary reimbursements described in this handbook. In addition, Job retention services include post-employment counseling, coaching, and other case management activities.

APPENDIX

VOLUNTARY OPTION

| Voluntary Participation Option | |
|---|--|
| Beginning with the FFY 2011 Basic Food Employment and Training Plan, Washington State implemented an all-volunteer E&T program in which individual Basic Food recipients elect to participate in E&T activities. Although Providers are still required to report participation hours and non-participation occurrences, Basic Food recipients will not be disqualified from receipt of Basic Food assistance for non-participation in BFET. | |
| Able Bodied Adults without Dependents (ABAWD) Basic Food recipients are required to participate in approved activities to maintain their eligibility for food assistance. ABAWD Basic Food recipients can meet the participation requirement by voluntary participation in BFET's approved employment and training activities. | |
| Definition of Voluntary Participation - 7 CFR 273.7 (e): | |
| (4) Voluntary participation. | |
| (i) A State agency may operate program components in which individuals elect to participate. | |
| (ii) A State agency must not disqualify voluntary participants in an E&T component for failure to comply with E&T requirements. | |
| (iii) The hours of participation or work of a volunteer may not exceed the hours required of E&T mandatory participants, as specified in paragraph (e)(3) of this section. | |

CLARIFICATIONS

| | |
|---------------------------------|--|
| Online Education | Educational institutions may offer programs that include courses which are provided on-line. Educational institutions must provide accommodations to program participants who wish to take a program of study which includes on-line classes and who do not have access to technology. |
| Participation by SSI Recipients | People who are on SSI and also receiving Basic Food benefits can volunteer to participate in BFET activities as long as they will be physically and mentally able to work within one year. This includes persons on SSI who are part of a TANF household as long as they are not receiving a TANF grant for themselves. |
| State Family Assistance (SFA) | State Family Assistance (SFA) is a cash assistance program for clients who are ineligible for TANF for specific reasons. SFA recipients are required to participate in WorkFirst. Therefore, SFA recipients are not eligible for BFET with one exception. A child who meets the following requirements is eligible for BFET: <ul style="list-style-type: none"> • Aged 19 or 20, and • Not the Head of Household of the SFA assistance unit. |
| Refugee Cash Assistance (RCA) | Refugee Cash Assistance (RCA) helps refugees by providing cash assistance during their first eight months in the United States. RCA recipients are required to participate in employment and training activities with the Office of Refugee and Immigrant Assistance (ORIA). RCA recipients are not eligible for BFET services unless the employment and training service is not available by an ORIA Provider. Refer to the ORIA Collaboration section of this Handbook for collaboration guidance. |
| Stipends | Stipends given to participants as an incentive to continue to participate in the program may be issued, but are not eligible for reimbursement. |
| Youth Services | Youth ages 16 to 17 may participate in BFET programs even if they receive Basic Food benefits through their parent's case. They may also participate in BFET programs if they receive Basic Food benefits on their own. The participation expectation for young participants is secondary education or High School Equivalency classes (see High School Equivalency section). Youth may participate in vocational education programs if they have received or are in |

| | |
|-------------------------|--|
| | the process of receiving their High School Equivalency. These programs are eligible for match. High School Equivalency costs for adults over the age of 21 are also allowed for match. Youth 16 years and older do not require parental consent in order to participate in BFET. |
| Running Start Students | <p>Youth participating in the Running Start program are eligible for BFET if they meet the following requirements.</p> <ul style="list-style-type: none"> • The AA degree must be non-transferable; • The student must complete the IEP and make a specific declaration (and it be noted in the case) that their goal is employment upon completion of the AA; • The books and fees (and any support services) we pay for must be directly related to the AA degree. They cannot be for any classes that would be high school only; • They must maintain a GPA of at least 2.0 each quarter; • They must be at least 16 years old, and sign the DSHS 14-012 consent form. |
| High School Equivalency | State law provides free educational services for children and young adults to age 21, therefore secondary education and High School Equivalency classes for this population are not reimbursable by the 50/50 match program unless the student has been legally separated / released from the regular school system that would provide those services. Participant reimbursements designed to help the child remain in school by eliminating barriers, counseling or tutoring can be provided and reimbursed by the 50/50 match program as long as they are not otherwise provided for free or at reduced cost through another source. |

RELEASE CLAUSE LANGUAGE

The “Release Clause” must state verbatim:

“I, [print Participant’s name], give permission for the Washington State Department of Social and Health Services and [print Agency’s name] to use and share confidential information about me (except as limited below) as necessary for Employment and Training (E&T) activities as required by the Basic Food E&T (BFET) program.

This consent is valid for a maximum of three years from the date signed, unless I withdraw or change my consent in writing.

This consent DOES NOT permit sharing of sensitive information about my mental health, chemical dependency, HIV/AIDS and STD test results, diagnosis or treatment.

I understand that I must fill out a separately approved consent form if I am under 18 years of age, I want to further limit information shared about me, someone else is representing me in this matter, or I want to allow sharing of sensitive information about my mental health, chemical dependency, HIV/AIDS and STD test results, diagnosis or treatment.”

USDA NONDISCRIMINATION STATEMENT

All FNS nutrition assistance programs must post the following Nondiscrimination Statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they

applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the *USDA Program Discrimination Complaint Form*, (AD-3027) found online at: www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

This institution is an equal opportunity provider.

DSHS STANDARD LANGUAGE

Common Acronyms

| Acronyms | Meaning |
|---------------|--|
| BFA | Basic Food Assistance (aka Federal SNAP Food Assistance) |
| FAP | Food Assistance Program (aka State Food Assistance) |
| RE | Federal Food Recipient |
| RN | State Food Recipient |
| NM | Non-Member status on Basic Food case |
| APP | Application |
| MCR | Mid-Certification Review (6 month review) |
| ER | Eligibility Review (annual review) |
| Hrs | Hours |
| Comp | Component |
| Sent Referral | Case review message sent to contactor's e-Message box in eJAS |
| RCA | Refugee Cash Assistance |
| RISE | Resources to Initiate Successful Employment (BFET Pilot Program) |

Common Audit Errors

| DSHS Comments | Meaning |
|--------------------------------------|--|
| Backdate Component Error | Component was opened prior to BFET eligibility |
| Incorrect Start Date | Component start date was backdated to precede the FI component start date |
| Incorrect End Date | End date exceeds the maximum days allowed for component type |
| No Note | Case note was not entered following case action (opening, updating, or closing components) |
| Note does not meet Handbook Standard | See Handbook for details |

Common Language on Billing Rosters

| DSHS Comments | Meaning |
|---------------|---|
| Active FAP | Client actively receives state food assistance |
| No Active BFA | Client does not an active recipient on a BFA case |

| | |
|--------------------|--|
| Active TANF | Client is an active recipient on a TANF case |
| No Comp | Contractor has no active components |
| Active RCA | Client is actively receiving Refugee Cash Assistance |
| No | Unable to find |

Common Language on Eligibility Lists

| DSHS Comments | Meaning |
|---|--|
| No – BFA closed for no MCR | Client must complete MCR |
| No – BFA closed for no ER | Client must complete ER, or reapply for BFA |
| No – not BFA | Not active on BFA case |
| No – unable to find client | SSN or eJAS does not match client's name |
| No – not eligible for BFA | Not eligible for BFA due to living arrangements, or undocumented, or intentional program violation, or other reason |
| No – NM in BFA | Client is a non-member status on BFA case due to student status. Colleges can provide the BFET Referral Form 10-501 to the client. |
| No – active FAP | Active recipient of state food assistance |
| No – active TANF | Active member on the TANF case |
| No – Pending TANF | Client has a pending TANF application |
| No – Comp Hrs | Hours requested exceeds 40 hours maximum for BFET participation |
| No – Future start date for JS comp | JS component cannot be started with a future start date |
| No – Missing Employment Info | Employment information in not entered, or client did not previously participate in BFET |
| No – Future end date | Unable to close with a future end date |
| No – Client already active (comp) with (Contractor code/Contractor Name) | Requested component is opened with another contractor |
| No – Already closed on (date) | Component is already closed |
| Yes – changed end date | Component scheduled end date changed to the new date |
| Yes – changed start date | Component start date changed to the new date due to BFA effective date |
| Yes – changed comp hours | Changed component hours so the hours does not exceed 40 |
| Yes – BFA closed (date) or set to close (date). Sent referral | Check e-Messages for details of BFA closure |
| No – Active RCA | Client is active member on RCA case |
| No – Pending BFA | BFA case is pending and not yet approved |
| No – Pending RCA | RCA case is pending |
| No – Already open | Component is already open |
| No – No closure code | Completion code have not been identified |
| No – Not eligible for BR comp | Nothing in history showing previous BFET activity |
| No – Future start date | Unable to open with future start date (JS Comp only) |
| No – Active RISE | Client is still engaged in initial steps in RISE program |
| No – Missing info | Comp and/or client information not indicated on the form |

WEBSITES & RESOURCES

BFET website: www.dshs.wa.gov/bfet

Apply for benefits on line through this link: www.washingtonconnection.org/home

Eligibility calculator link: http://foodhelp.wa.gov/bf_benefit_estimator.htm

HHS Federal Poverty Guidelines:

<https://aspe.hhs.gov/poverty-research>

DSHS Office Locator:

<https://www.dshs.wa.gov/esa/community-services-find-an-office>

DSHS/CSD Call Centers Mon – Fri 8am – 2pm: (877) 501-2233

SAMPLE BFET QUARTERLY REPORT – FFY 2017 FORM

| | | | | | | |
|----------------------|----------------------------|--------------------|--------------|-------------------|------------|--------------------|
| Agency Name | | | | | | |
| October | Total clients in component | Total clients exit | # incomplete | # loss of contact | # complete | # enter employment |
| Job Search | | | | | | |
| Job Search Training | | | | | | |
| Basic Education | | | | | | |
| Vocational Education | | | | | | |
| November | Total clients in component | Total clients exit | # incomplete | # loss of contact | # complete | # enter employment |
| Job Search | | | | | | |
| Job Search Training | | | | | | |
| Basic Education | | | | | | |
| Vocational Education | | | | | | |
| December | Total clients in component | Total clients exit | # incomplete | # loss of contact | # complete | # enter employment |
| Job Search | | | | | | |
| Job Search Training | | | | | | |
| Basic Education | | | | | | |
| Vocational Education | | | | | | |
| Quarter Total | Total clients in component | Total clients exit | # incomplete | # loss of contact | # complete | # enter employment |
| Job Search | 0 | 0 | 0 | 0 | 0 | 0 |
| Job Search Training | 0 | 0 | 0 | 0 | 0 | 0 |
| Basic Education | 0 | 0 | 0 | 0 | 0 | 0 |
| Vocational Education | 0 | 0 | 0 | 0 | 0 | 0 |

SUMMARY OF HANDBOOK UPDATES SINCE LAST REVISION

| Section | Description of change in this version | Page |
|-----------------------------|--|------|
| Program Contacts | Updated Program Contact information for new staff | 4 |
| Outreach & Marketing | USDA Non-Discrimination Language is required on all marketing materials | 6 |
| Limited-English Proficiency | Translation costs can be billed to the BFET program | 6 |
| Forms | Written Permission is required at the beginning of each FFY | 7 |
| Forms | List of forms each Provider may create | 7 |
| Contract Training | Annual contract training each September | 7 |
| Program Training | Program training is available for all agencies. This includes training for new staff and refresher training on program changes | 7 |
| EJAS Audits | All providers are subject to eJAS audits by BFET Unit | 8 |
| Components | Instructions on opening with a future start date | 12 |
| Components | Update all component descriptions and restrictions | 12 |

| | | |
|--|--|----|
| Workfare Collaboration | Instructions on collaboration between BFET components and Workfare | 15 |
| Individual Employment Plan | Updated list of items to assess | 16 |
| Open BFET Components | Instructions in opening BFET components | 17 |
| Closing Components | Update closure reasons | 18 |
| BFET Quarterly Report | Instructions on tracking and reporting component outcomes | 18 |
| Documenting Participant's Progress | Enter monthly case notes by the 3 rd week of each month. | 18 |
| Documenting Participant's Progress | Note deletion request can be submitted to the BFET Unit supervisor or BFET Program Managers | 19 |
| Participant Reimbursements | Participant Reimbursements must be reasonable and necessary. Further guidance is provided on determining reasonable and necessary. | 21 |
| DSHS Standard Language | Updated common acronyms | 27 |
| Websites & Resources | Updated links | 28 |
| Sample BFET Quarterly Report - FFY 2017 form | Sample of the BFET Quarterly Report – FFY 2017 form | 29 |